

County of San Diego Department of Child Support Services (DCSS)

E-message
Winter 2013-14

Get account information 24/7 at
www.sandiegochildsupport.org
or by phone at 866-901-3212.

Director's Holiday Message

"On behalf of the more than 400 staff members at the County of San Diego DCSS, I'd like to wish you and your family a very happy holiday season. It's at this time of year especially, where we realize the importance of providing children with the emotional and financial support they deserve. The staff at San Diego DCSS looks forward to continue to serve you. We offer you Season's Greetings and our best wishes for a Happy New Year!"

--Jeff Grissom, San Diego DCSS Director

Income and Expense Declaration Instructions Now Available

The Income and Expense Declaration (IED) is an important form in providing information to DCSS and the courts in order to open a child support case or change a child support order. To help parents in completing an IED, there is now a step-by-step instruction sheet available on the DCSS' website in the **Forms section**. Printed copies are also available in the child support reception areas of the downtown Courthouse, as well as in the DCSS offices in Vista and Kearny Mesa. DCSS staff members can also provide answers to basic questions that parents may have in filling out the form.

Child Support Information on the Go



The California Department of Child Support Services (DCSS) now offers customers the convenience of using Internet-enabled mobile devices to access child support information such as checking an account, making a payment, finding a Local Child Support Agency office, and other resources. On your mobile device's web browser, type **www.childsup.ca.gov**. The options to check your account or make a payment are links to Web pages with those services. For full access to the regular site, select Use Regular Site. You can also download the free **CACChildSup mobile app** from the App Store or Google Play Store for easy and secure access to your child support account on the go.



Got Medical Insurance?

San Diego DCSS will soon be mailing out a form asking if your child(ren) is covered by any form of insurance (health, dental, and/or vision). If you have insurance coverage by Medi-Cal, Medicaid, Healthy Families, through an employer, the other parent's or even your spouse's employer, please complete the form and send it back to the San Diego DCSS by mail or fax to **619-236-4426**.

If your child(ren) does not have health insurance coverage and you would like more information on low-cost plans, check out the Covered California website at **www.coveredca.com**.

DCSS Posts High Customer Satisfaction



Recently, San Diego DCSS recorded its highest customer service rating of **4.7** on a 5-point scale (5 meaning "extremely satisfied"). The ratings are based on public opinion survey cards received from case participants. More than half of the surveys were completed by parents who owe child support. For those who shared their experience on their recent visit, thank you for taking the time to fill the survey cards. A large number of survey cards submitted provides a clearer picture of the overall service level. Please fill out a survey card on your next visit, so that the department can continue to monitor and maintain the high level of customer service it provides.

Parenting Time for New Cases



Parenting time is the time each parent spends with his or her children. Parenting time plans can help determine a regular schedule when the children will be with each parent, as well as which parent makes decisions about the health, education, and general well-being of the children. San Diego DCSS has received a federal grant to help establish parenting time orders along with new child support orders. For those parents who are eligible for this project, a parenting time order can be reached by agreement between the two parents or, if they cannot agree, through a court process. For more information on establishing parenting time orders through this DCSS project, **click here to watch a short video** or **here to see a brochure**.

DCSS Holiday Business Hours

On December 24 and 31:

- Offices open only on the 6th floor of the Courthouse from **8:30 a.m. to noon**.
- Cashiers booth is open from 8:30 a.m. to noon
- Offices in Vista and Kearny Mesa will be closed to the public.
- Call Center open 7:30 a.m. to 4:30 p.m.

All offices closed on December 25.

On December 26, 27 and 30:

- Offices open only on the Courthouse 6th floor from **8:30 a.m. to 4 p.m.**
- Cashiers booth is open from 8:30 a.m. to 4 p.m.
- Offices in Vista and Kearny Mesa will be closed to the public.
- Call Center open 7:30 a.m. to 4:30 p.m.

All offices closed on January 1.

Upcoming Office Closures

Jan. 20, 2014, Martin Luther King, Jr. Day | Feb. 12, 2014, court holiday (Call Center will be open on this day) | Feb. 17, 2014, Presidents' Day

Our Mission: To enhance the lives and well-being of children and promote family self-sufficiency by establishing and enforcing support orders.

Office Locations:

Downtown Courthouse

220 West Broadway, San Diego, CA 92101
Open 7:30 AM - 4:00 PM, Monday - Friday
www.sandiegochildsupport.org

North Central Family Resource Center

5055 Ruffin Road, San Diego, CA 92123
Open 7:30 AM to 4:00 PM, Monday - Friday
(Accepts credit card payments only)

Vista Courthouse Complex

325 South Melrose Dr., Vista, CA 92081
Open 7:30 AM to 4:00 PM, Monday - Friday
(Enter through Traffic Court Annex by 3:30 PM)